



CITY COLLEGE OF SAN FRANCISCO (CCSF)

City College of San Francisco (CCSF) is the largest community college in California. Every year, it accommodates 70,000 students in its 10 facilities spread throughout the city.

CHALLENGES

Over the years, the college has needed to upgrade, generate savings, and make costs more transparent. Things started in 2003, when CCSF initiated a tender process for the replacement of its existing Centrex-based telephony.

The college needed to upgrade its handsets, generate savings and increase cost transparency.

Furthermore, CCSF was looking for a robust solution that would maximize its equipment investment, while meeting the college's continually evolving needs.

PRODUCTS AND SERVICES

Alcatel-Lucent OmniPCX® Enterprise Communication Server

Alcatel-Lucent 8 Series IP Touch Phones

Alcatel-Lucent 4059 IP Attendant Console

WHAT MADE THE DIFFERENCE?

CCSF felt that Alcatel-Lucent Enterprise's product road map was very favorable. The college also particularly liked a number of the tested solution's features, including the built in keyboard and the one touch transfer for call operators.

Over the years, CCSF has continued to work with Alcatel-Lucent Enterprise because of the quality of the solution and the excellent support it receives from its business partner, Morse Communications.

Location: California, USA

Vertical: Education

Number of users: 2000+

Deal implementation: 2003-2015

Business partner: Morse Communications



BENEFITS



TECHNICAL

Morse Communications accompanies CCSF in making regular software upgrades so the college can benefit from the latest features, such as conferencing.

After the initial telephony upgrade in 2003, CCSF is now progressively adding new Alcatel-Lucent 8 IP Touch Phones to its network, including in a number of classrooms, offering better sound quality.



FINANCIAL

CCSF has moved to a more cost effective one-time charge per user financial model.

The durable solution, combined with regular upgrades, has enabled CCSF to get an excellent ROI on their initial investment.



USER EXPERIENCE

Users benefit from quality handsets that are continually upgraded to offer the best possible service.

Staff from the 10 different facilities can easily communicate with one another.



“We are very satisfied with the telephony solution purchased in 2003. With the help of Morse Communications, we continue to capitalize on our initial investment and we're starting to implement a new generation of Alcatel-Lucent Enterprise phones as well.”

Tim Ryan, Technical Operations Manager, City College of San Francisco